

PREPARED BY:

**Office of Victim
Services and
Justice Grants**



FY 2021

**VICTIM SERVICES
PERFORMANCE
MANAGEMENT
INITIATIVE REPORT**

CONTENTS

OVERVIEW

- 3 PMI Grantee Overview
- 5 Report Overview

VICTIM/SURVIVOR DATA

- 6 FY21 PMI Totals
- 7 Demographic Data
- 11 Services Provided
- 12 Crime Categories

SERVICE CATEGORIES

- 14 Awareness and Outreach Events
- 15 Case Management and Advocacy
- 16 Crisis Intervention and Hotline
- 18 Financial Assistance
- 20 Housing
- 21 Language Access
- 22 Legal Services
- 23 Medical and Forensic Services
- 24 Training and Community Education Events
- 25 Trauma-Informed Mental Health
- 27 Acknowledgments

PMI GRANTEE OVERVIEW

The Performance Management Initiative (PMI) is OVSJG's Victim Services program's standard set of data and outcome measures, designed by community partners, to evaluate the performance and outcomes of victim service providers serving the District.

In FY2021, 52 OVSJG grantees reported PMI data.

Amara Legal Center, Inc.
Asian Pacific American Legal Resource Center
Asian/Pacific Islander Domestic Violence
Resource Project
Ayuda
Break the Cycle
Calvary Women's Services
CARECEN
Casa Ruby
Children's National Medical Center
Community Family Life Services
D.C. Office of the Attorney General
DC Forensic Nurse Examiners
DC Rape Crisis Center
DC SAFE
DC Volunteer Lawyers Project
Deaf Abused Women's Network (DAWN)
Department of Forensic Sciences
District Alliance for Safe Housing

PMI GRANTEE OVERVIEW

**Empowerment Justice Center
Ethiopian Community Center, Inc.**

Exodus Treatment Center, Inc.

Fair Girls

**Far Southeast Family Strengthening Collaborative
Give an Hour**

**Government of the District of Columbia/D.C. Courts
House of Ruth**

Howard University Hospital

Jewish Coalition Against Domestic Abuse (JCADA)

La Clinica del Pueblo

Legal Aid Society of the District of Columbia

Mary's Center

MedStar Health Research Institute, Inc.

My Sister's Place

National Center for Victims of Crime

Network for Victim Recovery of DC

Office of the Chief Medical Examiner

Paving the Way

Safe Shores - The DC Children's Advocacy Center

Tahirih Justice Center

The DC Center

The Person Center

The Safe Sisters Circle

The Women's Center

Thrive DC

Training Grounds

Tzedek DC, Inc.

University Legal Services

University of Maryland Prince George's Hospital Center

Wendt Center for Loss and Healing

REPORT OVERVIEW

The data in this report is representative of the victims/survivors served by all victim services grantees. An individual person may have engaged in services from multiple organizations and therefore could be counted multiple times in victim/survivor totals.

Victims/survivors in this report are either primary or secondary and new or continuing.

A primary victim/survivor is the direct target of the victimization and/or was the person that is legally considered the victim/survivor of the crime. A secondary victim/survivor is a person who has been injured or harmed as the result of the primary victim/survivors victimization. A new victim/survivor began services during the reporting period and a continuing victim/survivor began services in a previous quarter during the reporting FY.

FY21 PMI DATA TOTALS

41,258

**Total
victims/survivors
served**

**76% of victims/survivors
served were new
in FY 21**

**26% overall increase
in victims/survivors
served from FY 20**

37,812

**Primary
victims/survivors
served**

**29,447 new primary
victims/survivors**

**36.3% increase in
new primary
victim/survivors
served from FY 20**

3,446

**secondary victims/
survivors served**

**1,857 new secondary
victims/survivors**

**26% increase in new
secondary
victims/survivors
served from FY 20**

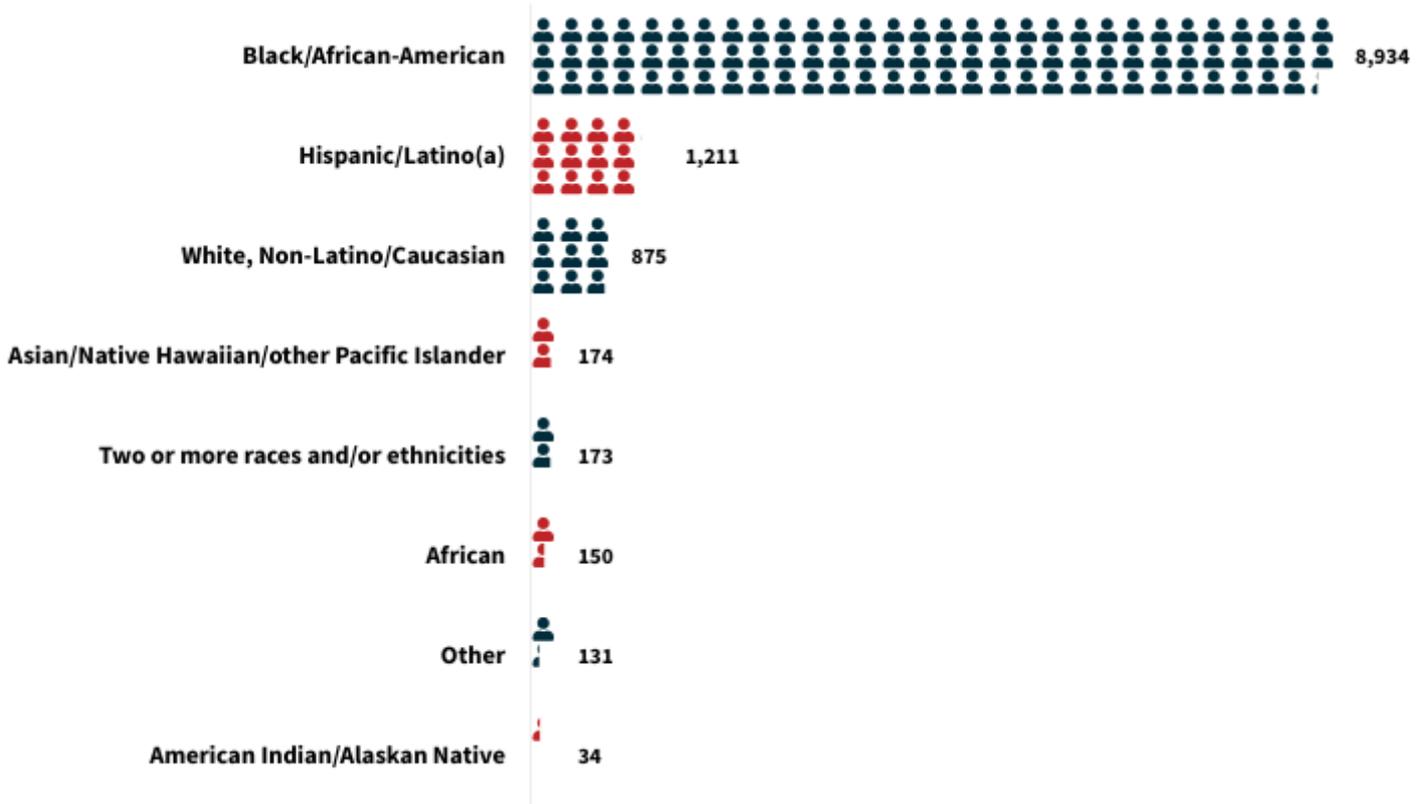
***PMI totals represent all non-
unique victims/survivors served**

RACE/ETHNICITY

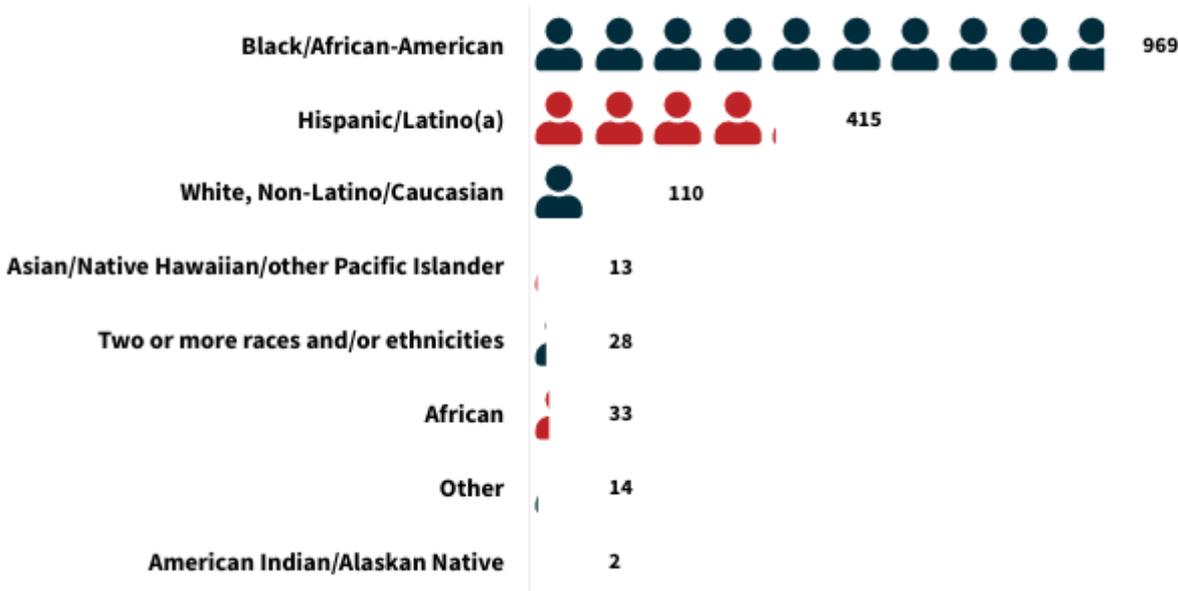
FY2021 DEMOGRAPHICS

Race/Ethnicity demographic data is based on the self-identification of victims/survivors.

Primary Victims/Survivors



Secondary Victims/Survivors

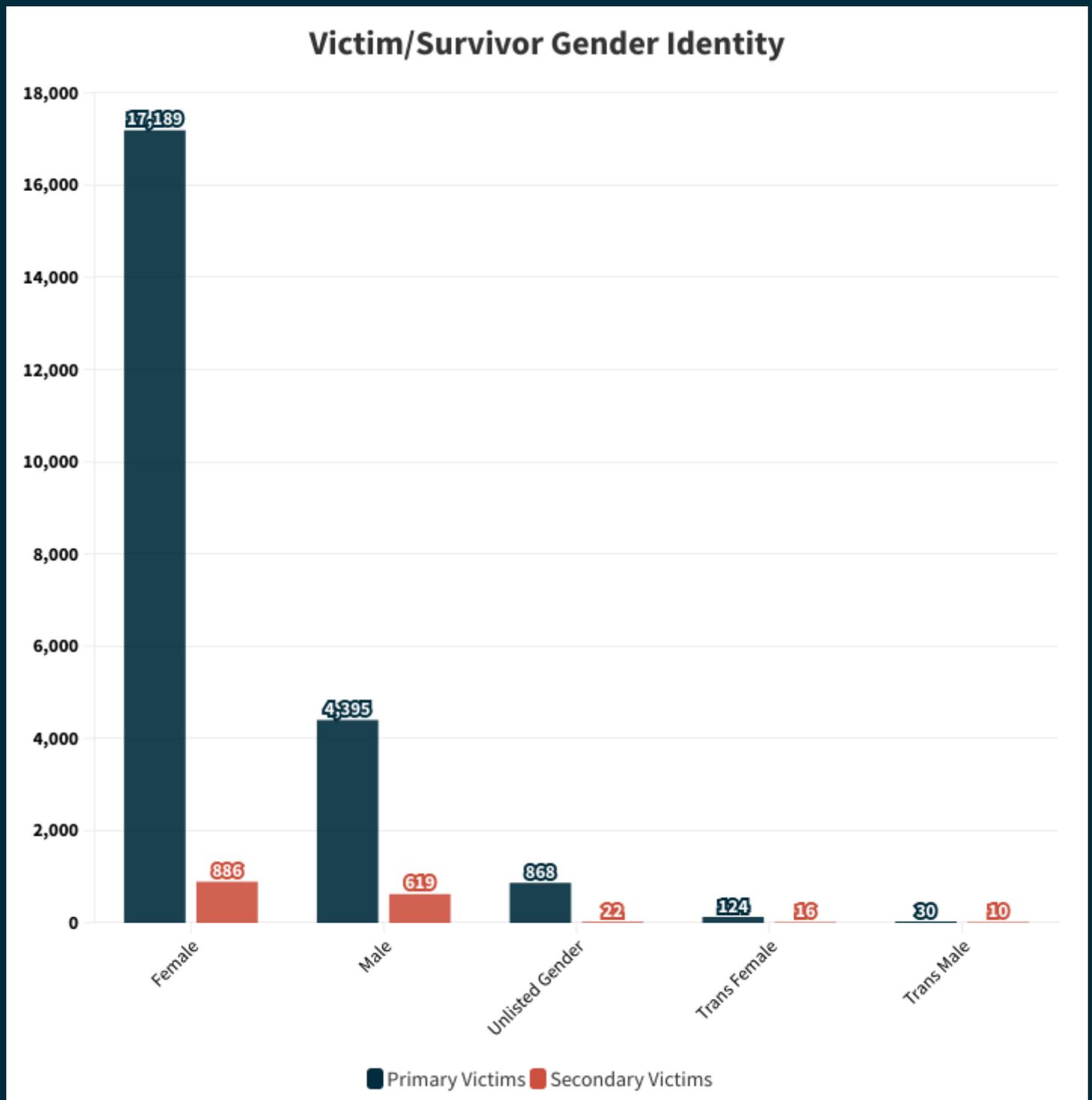


17,633 of primary victims/survivors and 294 of secondary victims/survivors race/ethnicities were unknown.

GENDER IDENTITY

FY2021 DEMOGRAPHICS

Gender identity demographic data is based on the self-identification of victims/survivors.

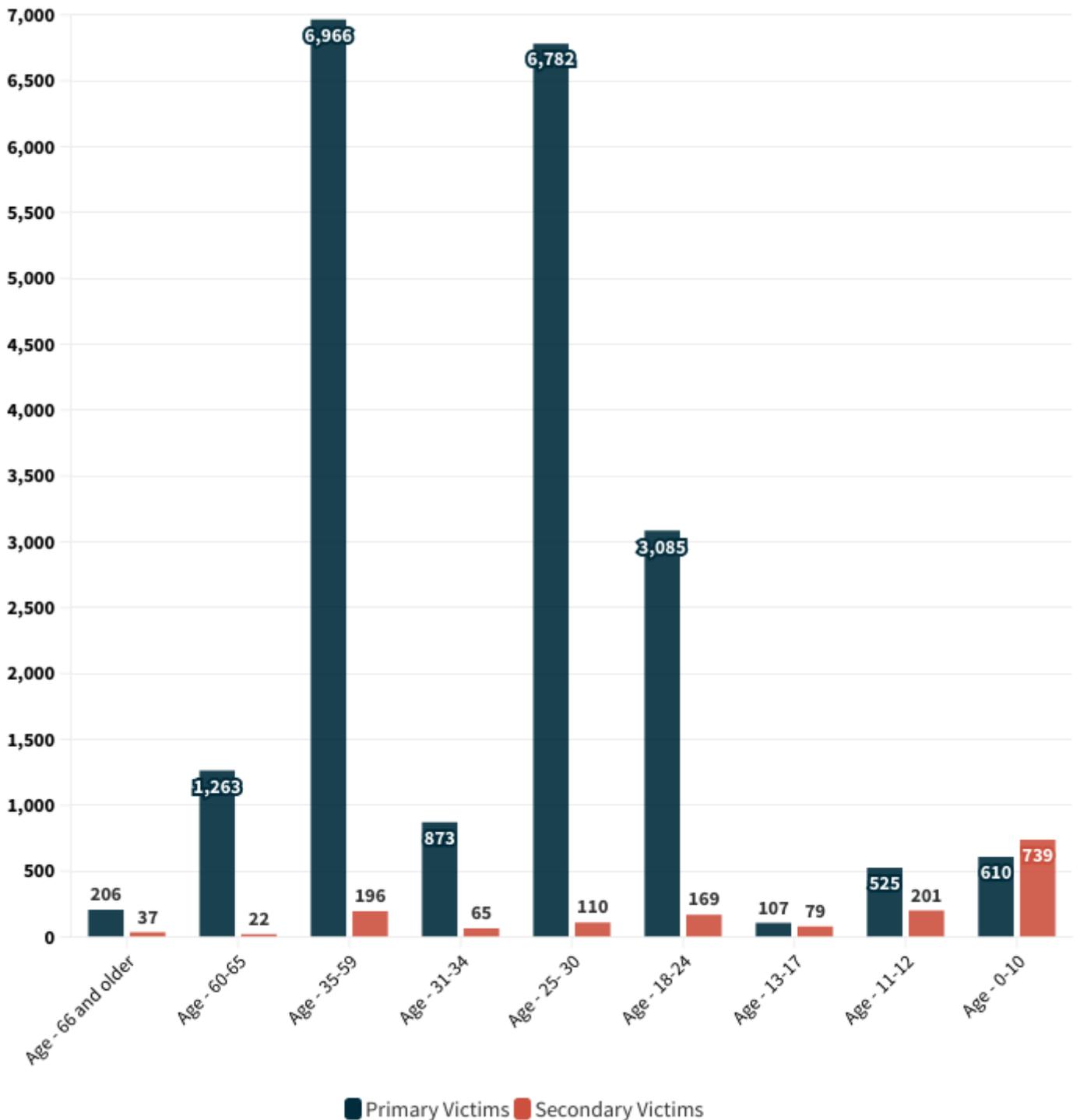


7,291 of primary victims/survivors and 349 of secondary victims/survivors gender identities were unknown.

AGE RANGE

FY2021 DEMOGRAPHICS

Victim/Survivor Age Range

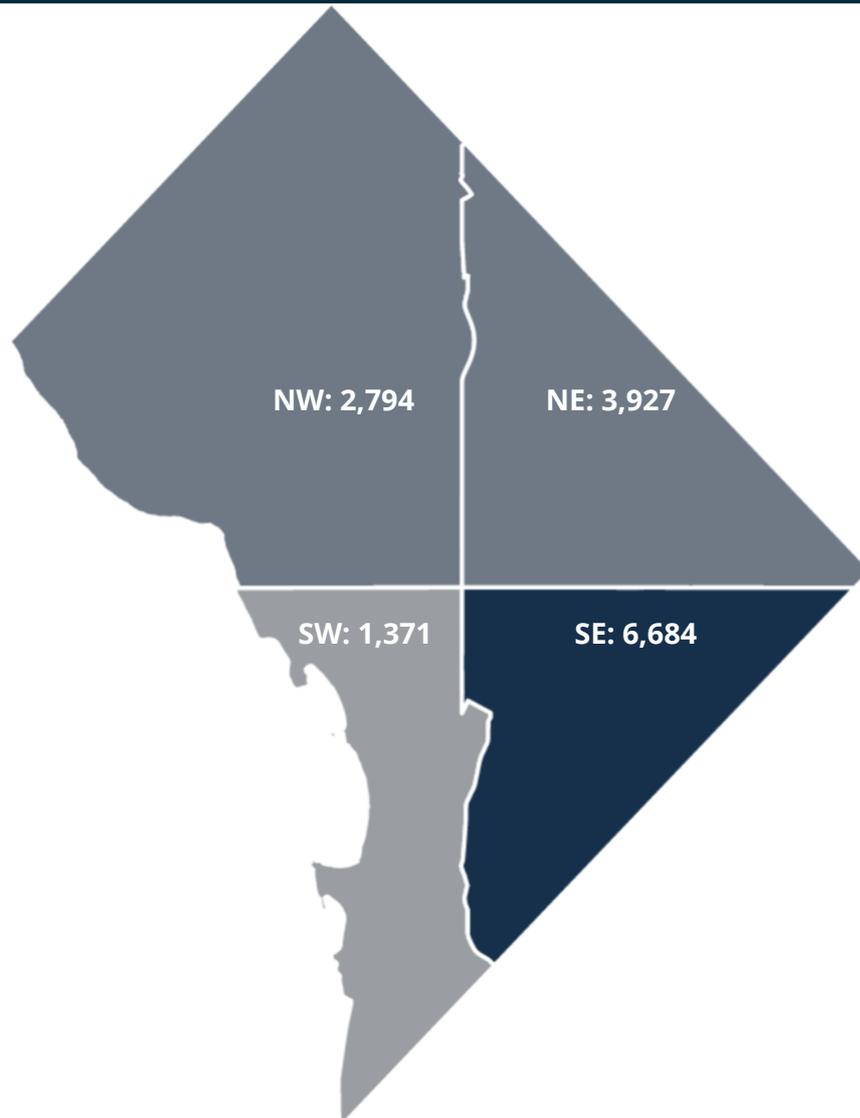


9,159 of primary victims/survivors and 257 of secondary victims/survivor ages were unknown.

RESIDENCE BY QUADRANT

FY2021 DEMOGRAPHICS

The location of residence for each unique new crime victims/survivor served this FY. This includes new primary and new secondary victims/survivors.



29% of victims/survivors served did not provide an address

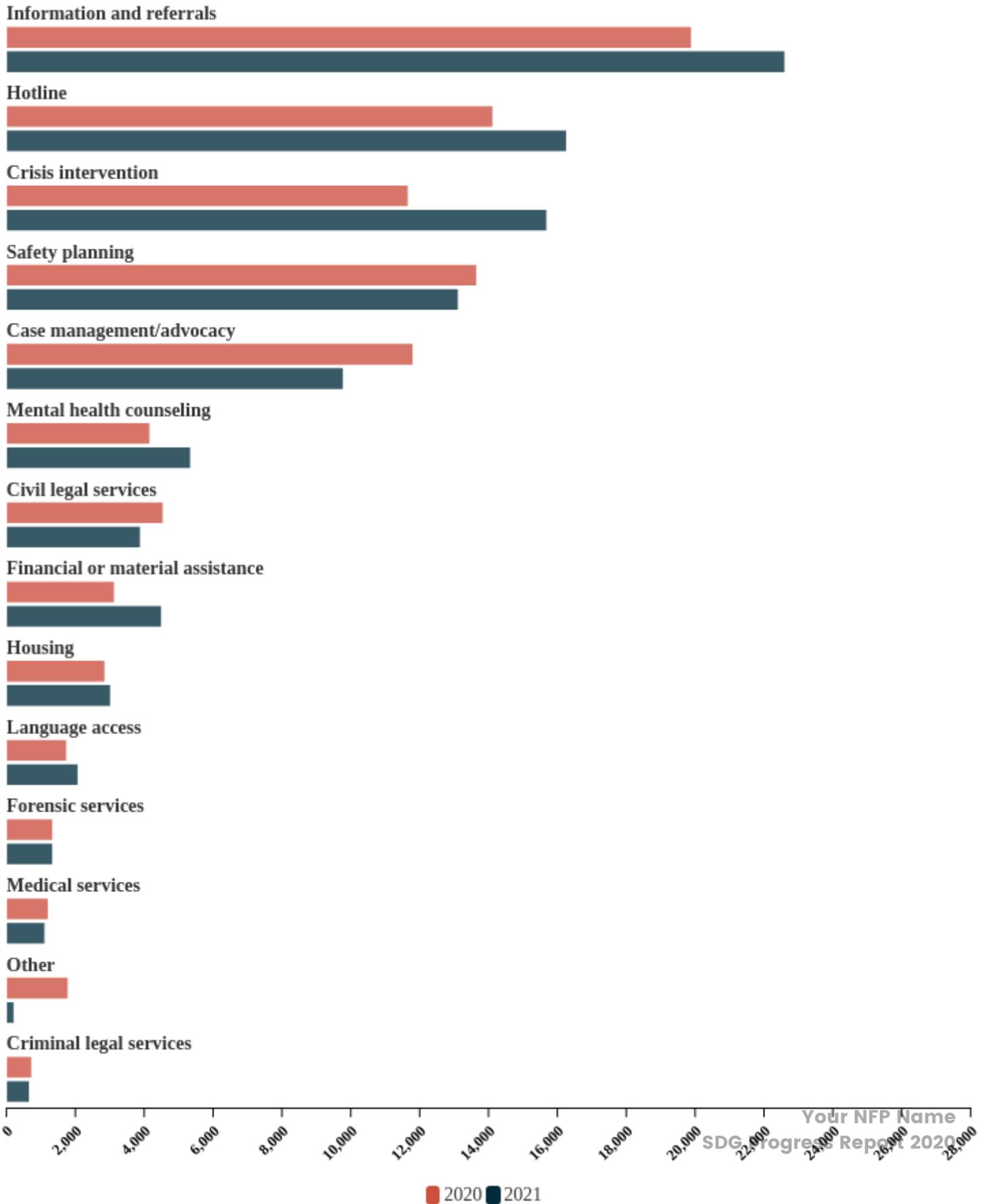


3% of victims/survivors served had no fixed address



SERVICES PROVIDED

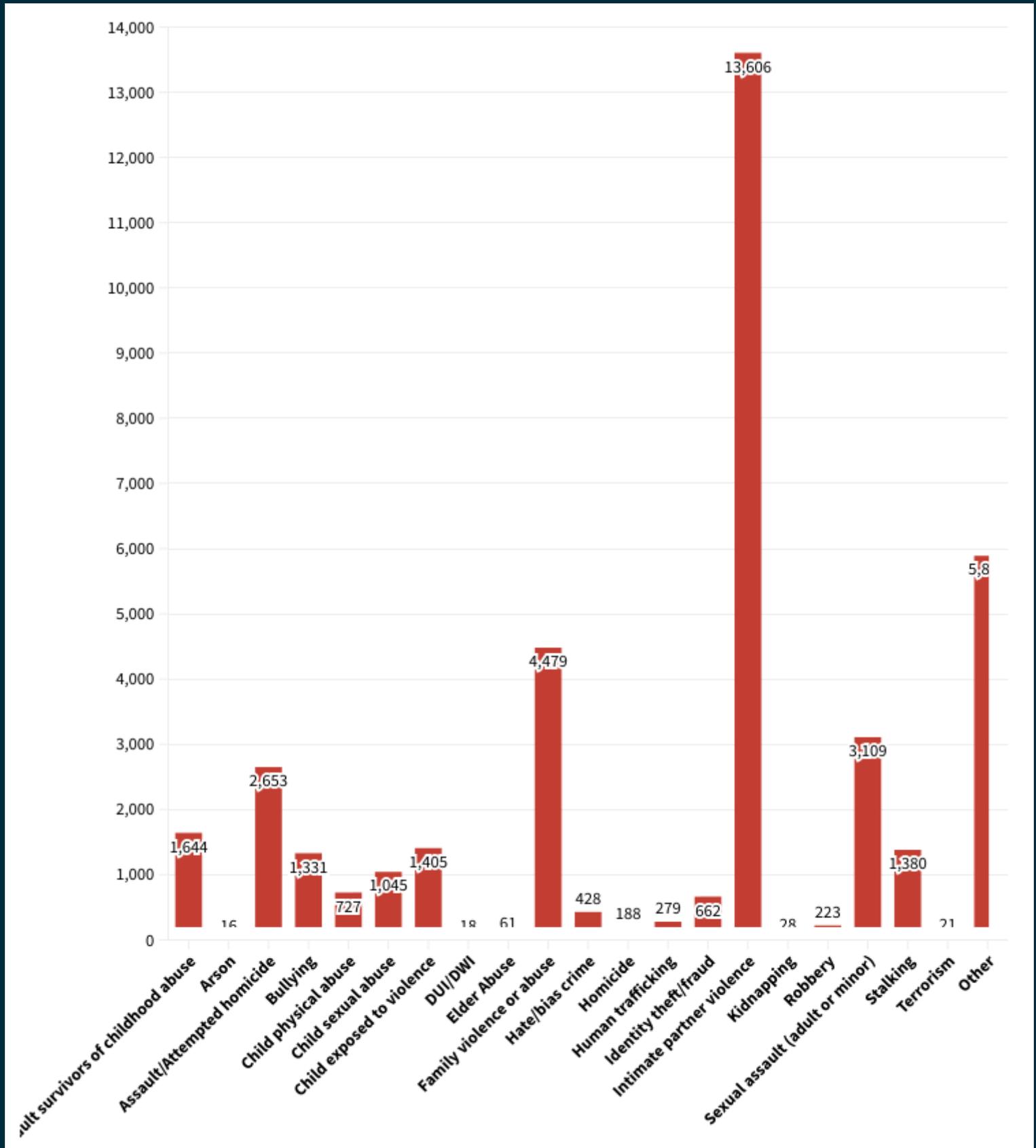
FY2021



CATEGORY OF CRIME

FY2021

FY2021 Categories of Client Victimization (Total Victimizations= 39,195)



CATEGORY OF CRIME

FY2021 DEMOGRAPHICS

FY20 - FY21 Crime Category Percentage Change

Total client victimization increased by 32%

	FY 2020	FY 2021	Percentage Change
Adult survivors of childhood abuse	1,202	1,644	-33%
Arson	13	16	-30%
Assault/Attempted homicide	2,380	2,653	-19%
Bullying	680	1,331	-12%
Child physical abuse	898	727	-3%
Child sexual abuse	706	1,045	11%
Child exposed to violence	2,006	1,405	17%
DUI/DWI	10	18	17%
Elder Abuse	91	61	23%
Family violence or abuse	3,191	4,479	29%
Hate/bias crime	488	428	37%
Homicide	129	188	38%
Human trafficking	170	279	40%
Identity theft/fraud	429	662	46%
Intimate partner violence	10,548	13,606	48%
Kidnapping	29	28	54%
Robbery	191	223	64%
Sexual assault (adult or minor)	2,655	3,109	80%
Stalking	1,003	1,380	96%
Terrorism	7	21	102%
Other	2,910	5,892	200%

AWARENESS AND OUTREACH EVENTS

FY 2021



472

Awareness and outreach events were conducted by grantees in FY21



17,766

Participants attended awareness and outreach events



12,946

Calls for service as a result of awareness and outreach events

AWARENESS AND OUTREACH HIGHLIGHTS

"The community is appreciative of all information they receive from events. We always get positive feedback via phone calls."

Community awareness and outreach events continued to be impacted by the pandemic. Grantees pivoted to online events and used social media for outreach.

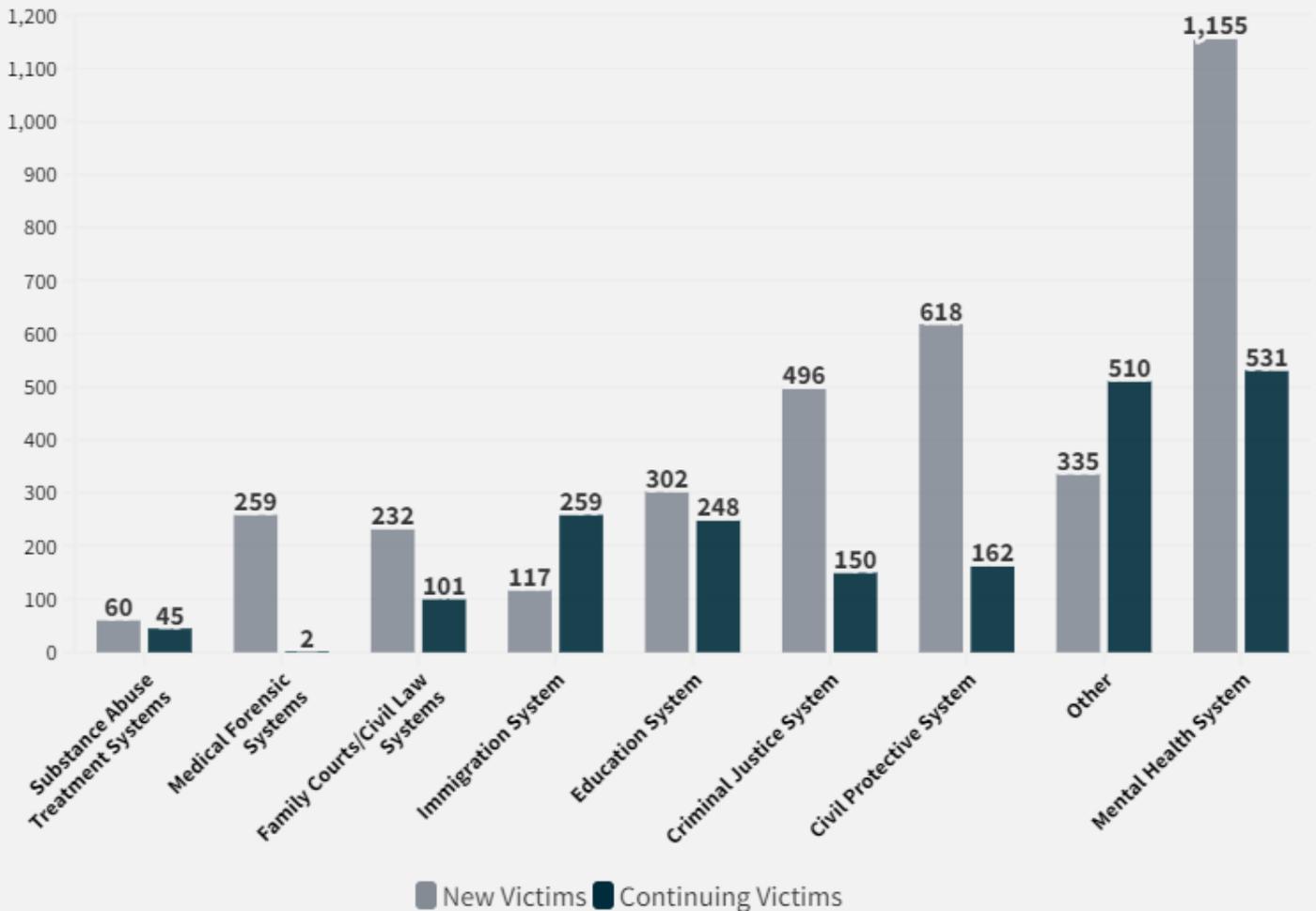
CASE MANAGEMENT AND ADVOCACY

FY2021

OVSJG victim services grantees provided case management and advocacy services to 7,672 new and continuing victims/survivors during FY21.

3,574 new victims and 2,008 continuing victims were engaged in systems in FY21.

New and Continuing Victims System Engagement



CASE MANAGEMENT AND ADVOCACY HIGHLIGHTS

"Assistance has been paramount during these hard times during the COVID-19 pandemic. Clients are grateful for receiving support from case managers."

"Encouragement, validation, knowledge, and sharing of resources have been instrumental to my recovery from abuse. I'm still healing but I know we'll continue to meet - and this keeps me going in my lowest moments."

CRISIS INTERVENTION AND HOTLINE

FY2021

OVSJG victim services grantees provided 20,763 primary and secondary victims with hotline/crisis intervention services in FY21.

There was a **36% increase** in the number of victims/survivors provided with hotline/crisis intervention services from FY20 to FY21



Victim service grantees provided 23,075 crisis intervention services via hotline (text, chat, or phone)

Victim service grantees provided 2,109 in-person crisis intervention services



HOTLINE AND CRISIS INTERVENTION HIGHLIGHTS

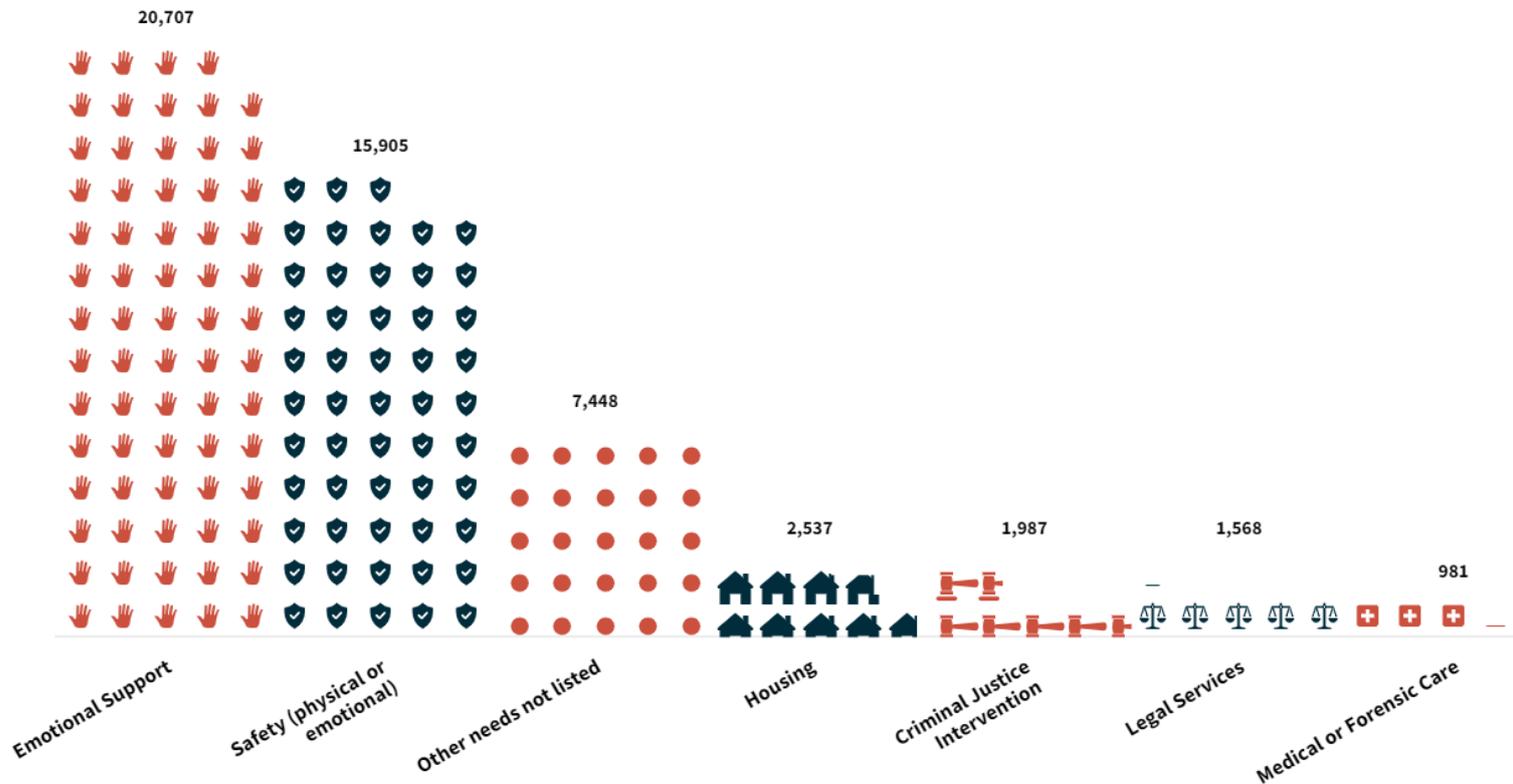
"Clients have been appreciative of the continued support by phone or computer in instances where advocates have been unable to provide in-person accompaniment."

"Many former clients have accessed our 24/7 hotline to receive emotional support. One client was experiencing emotional distress and spent [time] on the phone with one of our staff. The client reported feeling supported by this interaction"

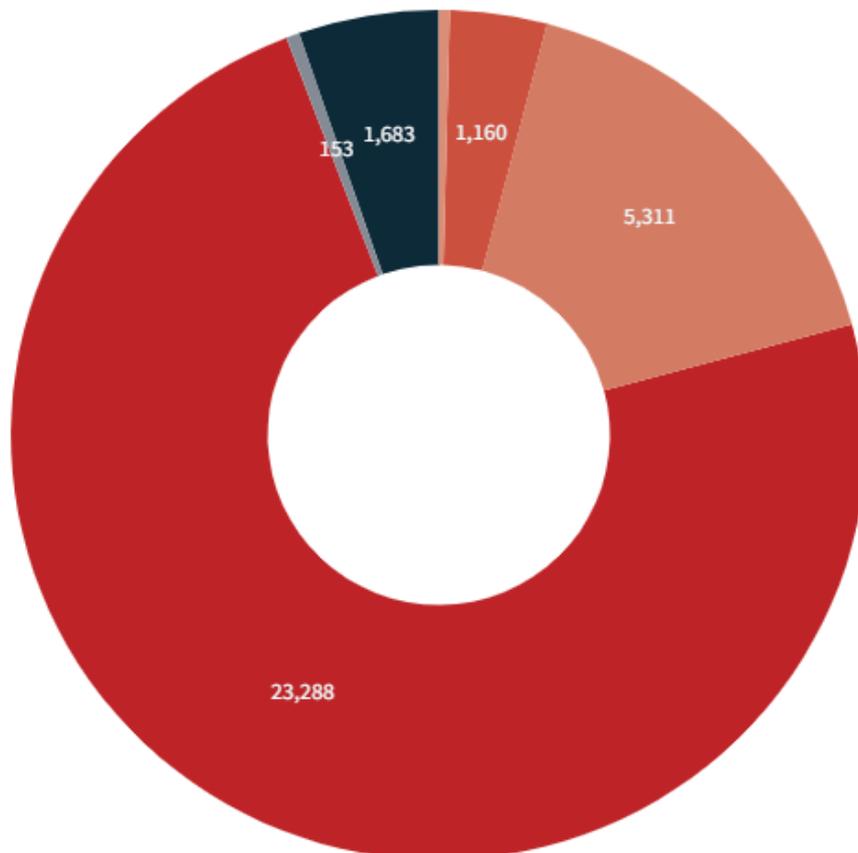
CRISIS INTERVENTION AND HOTLINE

FY2021

Needs Stated by Victims/Survivors Accessing Crisis Intervention & Hotline Services



Crisis Intervention/Hotline Outcomes



Needs met via: ■ Service provided by your organization or agency ■ Referral to another organization or agency ■ Warm hand-off to another organization or agency ■ Referral made, but declined ■ Unknown resolution ■ Other

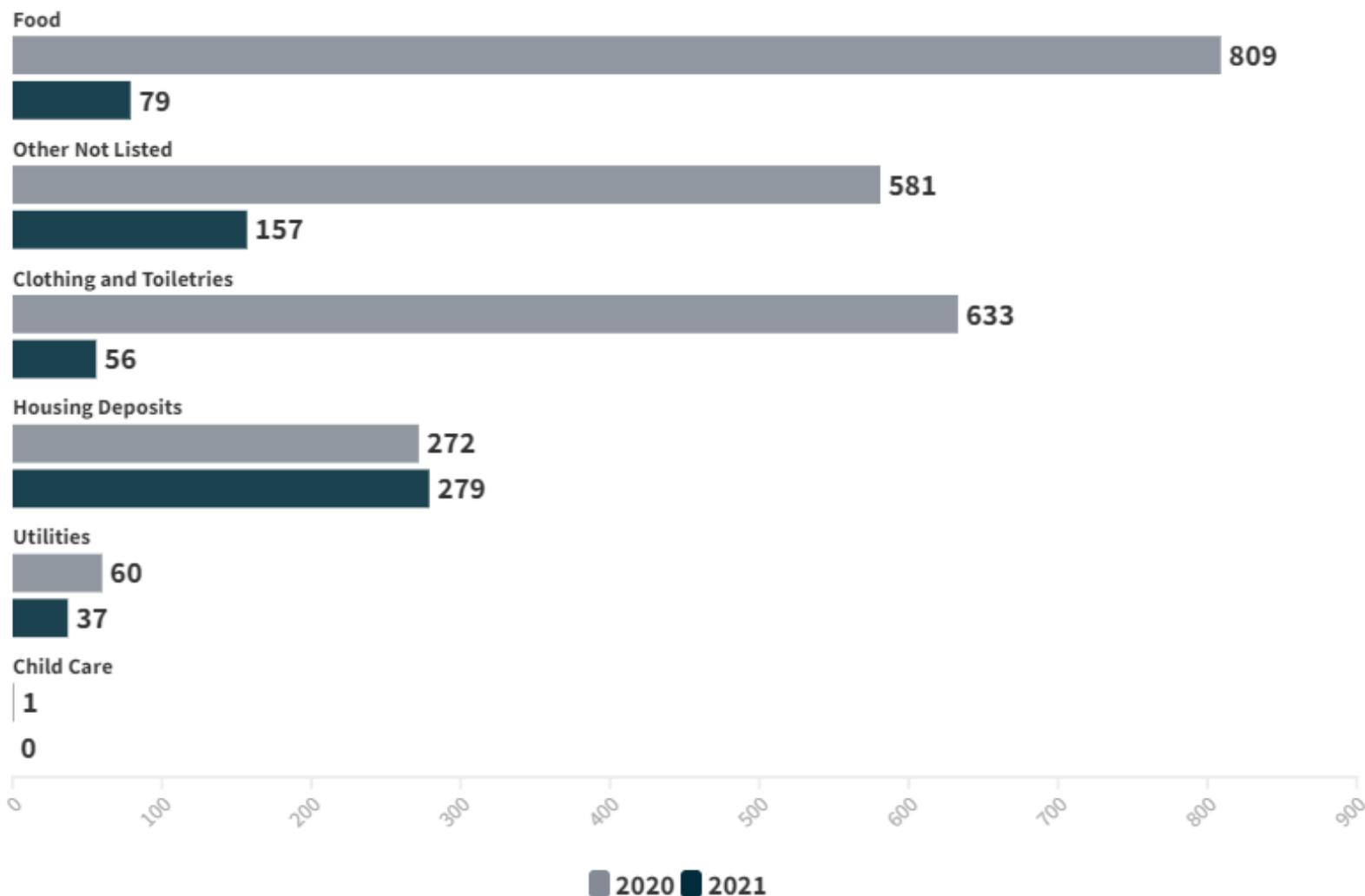
FINANCIAL ASSISTANCE

FY2021

OVSJC victim services grantees partially (4%) or fully (93%) fulfilled 410 out of 419 requests for financial assistance during FY21.

There was an 81% decrease in the number of requests for financial assistance from FY20 to FY21.

Number of Financial Assistance Awards

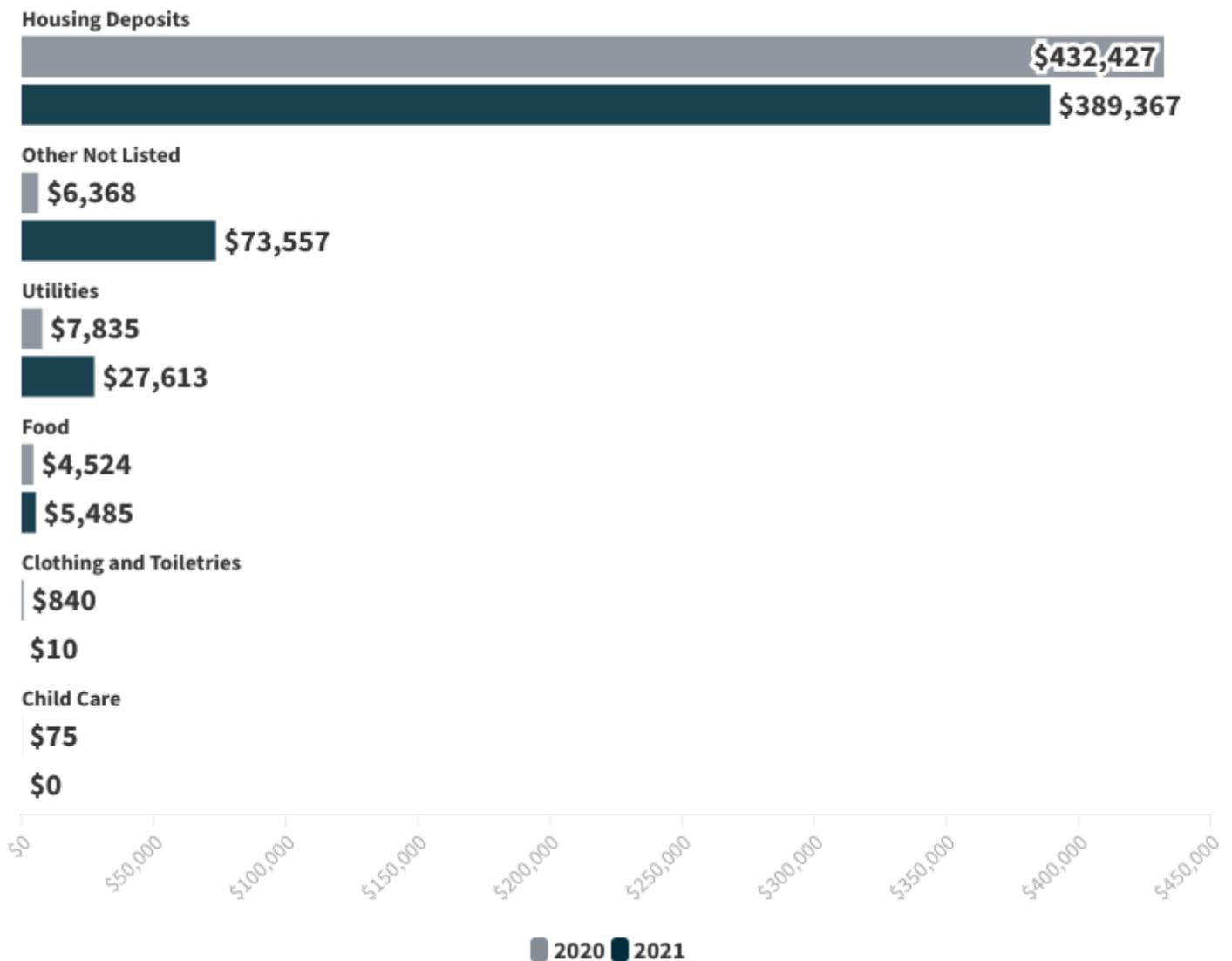


FINANCIAL ASSISTANCE

FY2021

There was a 10% increase in the total amount of financial assistance provided from FY20 to FY21.

Dollar Amount of Emergency Assistance



FINANCIAL ASSISTANCE HIGHLIGHTS

"Client [used financial assistance] to pay rent for herself, allowing her to use savings to pay medical bills. The client said aid brought her a lot of relief. Providing financial assistance helps clients gain stability and get out of critical situations."

"Recipients were very grateful for the gift cards. This support met an essential need by allowing them to purchase food and other essential items."

HOUSING

FY2021

132,255

Nights of safe housing during FY21 with an average of 48.3 nights of safe housing for each victim/survivor served.

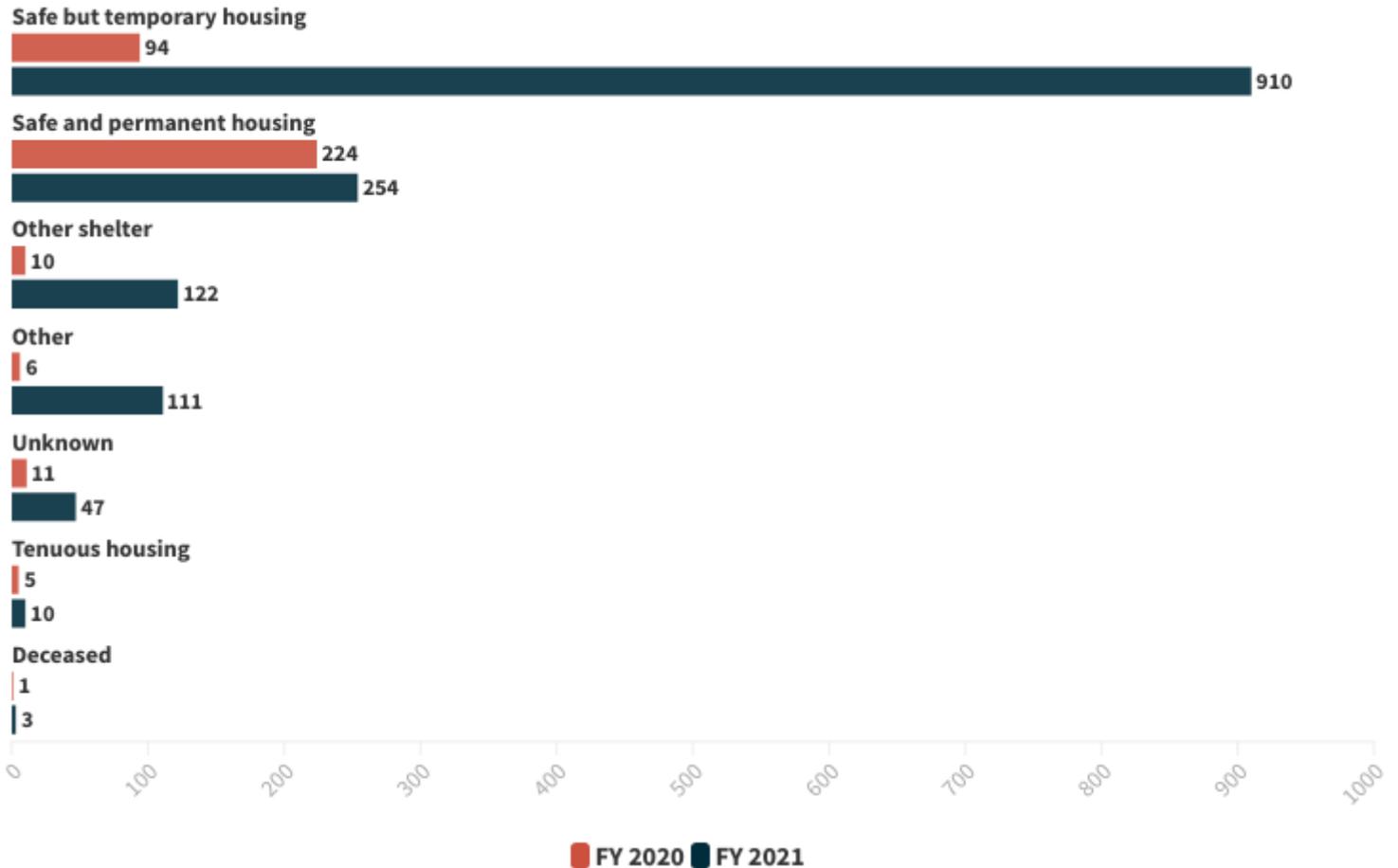
794

New victims/survivors were provided housing services during the fiscal year.

1,108

Continuing victim/survivors were provided housing services during the fiscal year.

Housing Outcomes for Clients



HOUSING HIGHLIGHTS

"Clients have been more engaged with services. Clients that successfully transitioned out of the program completed their goals and increased their income. They have also sustained permanent housing."

"Clients who have transitioned out of the program during this reporting period have been able to sustain housing without an ongoing subsidy, due to housing services provided. Clients showed much gratitude for services."

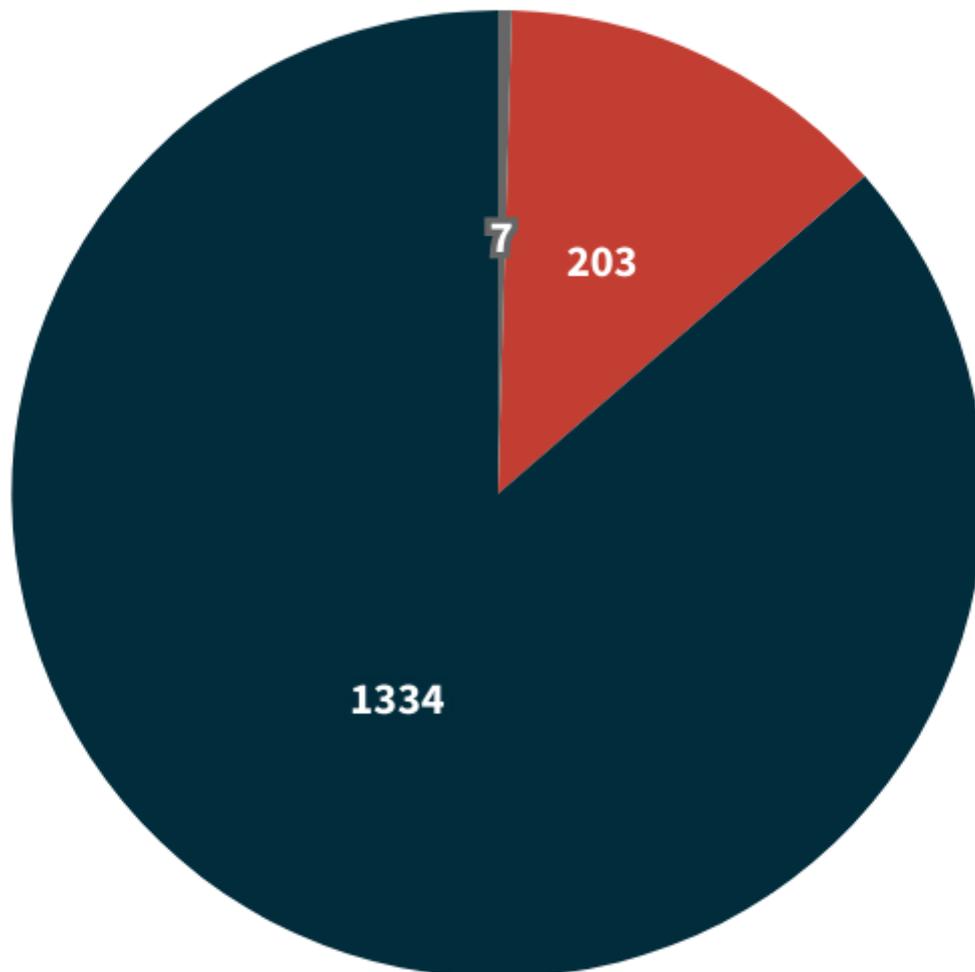
LANGUAGE ACCESS

FY 2021



The Victim Services Interpreter Bank had 1,544 requests for interpretation services and 100% of requests were met in FY2021.

Interpretation Services for Victim/Survivors



- In-person interpretation services for victims that were met with in-person interpretation services
- In-person interpretation services for victims that were met with telephonic interpretation services
- Telephonic interpretation services for victims that were met with telephonic interpreter services

LEGAL SERVICES

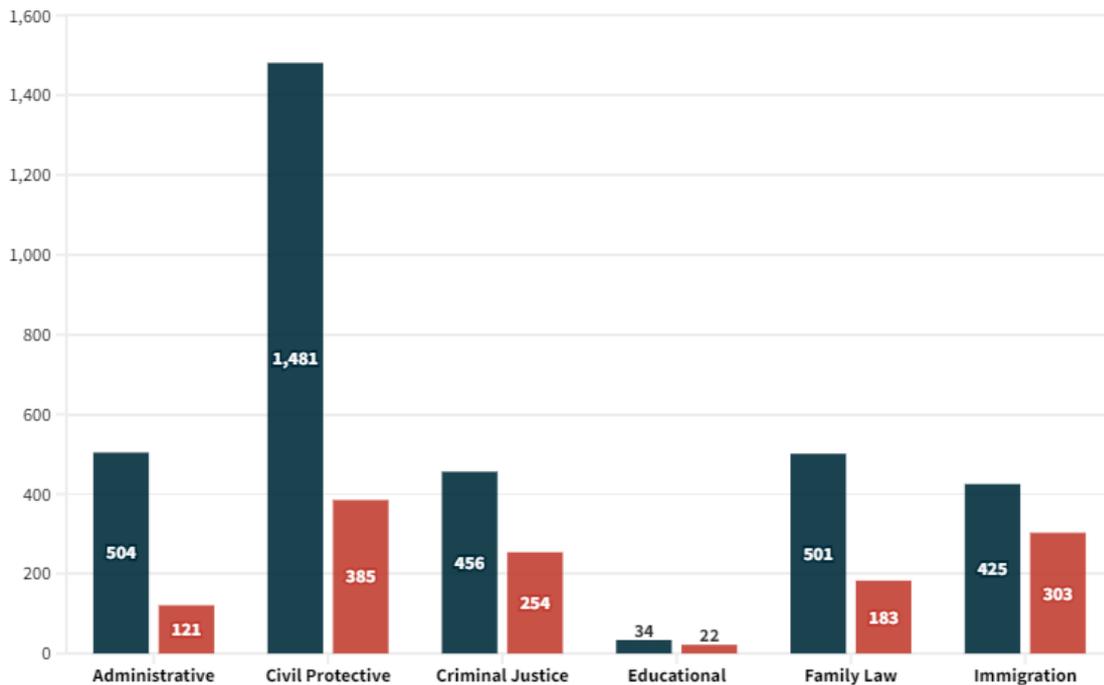
FY2021



OVSJG victim services grantees provided legal representation to 1,268 new clients during FY21.

Legal Representation by System

■ Number of new victims that requested representation
■ Number of new victims that received representation



Legal Services Outcome

Fully resolved in a manner that was consistent with the wishes of the victim

730

Withdrawn prior to legal resolution at the request of the victim

151

Partially resolved in a manner that was consistent with the wishes of the victim

106

Resolved due to legal necessity

52

Resolved incompatible with the stated wishes of the victim

31



LEGAL SERVICE HIGHLIGHTS

"After reaching a settlement agreement with opposing counsel the client said, 'Thank you so much for being patient with me and helping me make a good decision. I am so relieved and really felt like you listened.'"

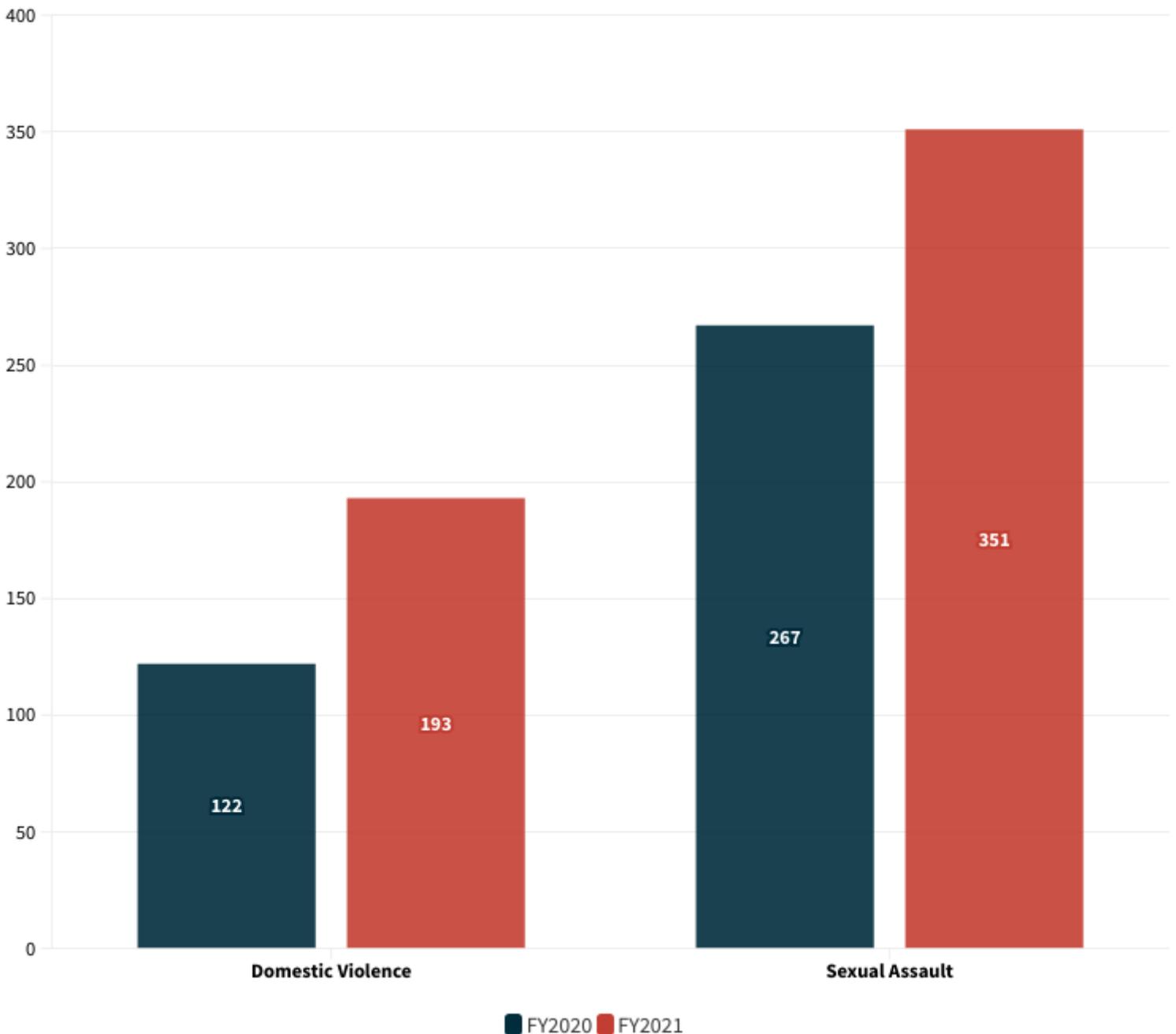
"The continued opening of the court and increasingly robust virtual options allowed cases to move through the court at an increased rate. This is a positive change, for clients who have already endured long delays due to COVID-19 and backlogs."

MEDICAL AND FORENSIC SERVICES

FY2021

OVSJG victim service grantees provided medical and forensic services to 544 victims of sexual assault and domestic or intimate partner violence during FY21.

Medical & Forensic Services Provided by Crime Type



TRAINING AND COMMUNITY EDUCATION EVENTS

FY 2021

PROFESSIONAL TRAINING OVERVIEW

In FY21 21, OVSJG victim services grantees completed a total of **317** professional training events with a total of **4,299** participants.

1,864

of professional training participants submitted a complete evaluation.

54%

of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.

COMMUNITY EDUCATION OVERVIEW

In FY21 21, OVSJG victim services grantees completed a total of **629** community education events with a total of **7,806** participants.

3,215

of community education participants submitted a complete evaluation.

27%

of attendees who completed evaluations demonstrated a positive change in knowledge, skills, or abilities as a result of the training.

TRAINING AND COMMUNITY EDUCATION HIGHLIGHTS

"All of our events were virtual this quarter which allowed us to reach many more individuals than we might normally reach."

"Participants shared that it was helpful to go over the principles of survivor-centered trauma-informed care."

TRAUMA-INFORMED MENTAL HEALTH

FY2021



TRAUMA-INFORMED MENTAL HEALTH

FY2021

T1 and T2 refer to time one and time two in which a clients' mental health is assessed using a validated instrument and/or an acuity scale of the provider's choice. The goal of these assessments is to capture the impact of mental health services and their ability to treat symptoms of trauma, reduce symptoms of trauma, and improve the clients' general functioning after victimization.



1,073

clients were assessed at T2 during FY21



70%

of clients demonstrated a reduction of trauma symptoms at T2 during FY21

TRAUMA-INFORMED MENTAL HEALTH HIGHLIGHTS

"Therapy, medical attention, and the peer group as stated by the client, 'helped to save my life.' "

"90% of clients are participating in therapy and groups."

ACKNOWLEDGEMENTS

OVSJG would like to give a special thanks to all victim services grantees for their continued hard work to provide quality services and support to victim/survivors of the District. We appreciate your ongoing collaboration and efforts to report data that support OVSJG's Performance Management Initiative.

We would also like to give a special acknowledgment to our staff for their exemplary work and continued support of our grantees.

Connect with us:

**Marion S. Barry, Jr. Building
441 4th Street, NW, Suite 727N
Washington, DC 20001
Phone: (202) 727-0605**



*Thank
you!*